

## **USPS Report on PRC Rate and Service Inquiries for January 2013**

The Postal Regulatory Commission referred 198 inquiries to the Postal Service in January. Customers received responses on average within 11 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (154) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (25) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (19) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Mailbox/Mail Receptacle Policies and Information**

#### **City Delivery Service**

##### **• Curbside Mailboxes**

###### **○ Installation Policies**

- Installation of curbside mailboxes must meet specific construction standards, which can be obtained from the local Post Office™ facility.
- The following are a few of the regulations that apply when installing a curbside mailbox:
  - **Important:** Before installing, moving or replacing your mailbox or mailbox support, you will need to contact your Postmaster or mailperson from your local Post Office™
  - A mailbox with a lock must have a slot large enough to accommodate customer's daily mail volume.

###### **○ Clear Approach**

Customers must keep the approach to their mailboxes clear of obstructions to allow safe access for delivery. If USPS employees are impeded in reaching a mail receptacle, the Postmaster may withdraw delivery service.

#### **Rural Delivery Service**

##### **• Establishment**

Rural stations and branches are established, and rural delivery is provided, according to USPS policies and procedures, the characteristics of the area to be served, and the methods needed to provide adequate service. Requests or petitions to establish, change, or extend rural delivery service, signed by the heads of families wanting this service, must be given to the Postmaster of the Post Office from which delivery service is desired, or from which the route operates, as applicable.

##### **• General Guidelines**

- Mailbox must be in the rural carrier's line of travel.
- Subject to state laws, the mailbox must be placed on the right hand side of the road, in the direction of travel of the rural carrier, in all cases where traffic conditions are dangerous for the rural carrier to drive to the left to reach the box, or where doing so would violate traffic laws and regulations.
- On a rural route, more than one (1) family, but not more than five (5) families may use the same mailbox. A written notice of agreement signed by those who use such a box is filed with the Postmaster at the delivery unit.

#### **PS Form 4056 (Mailbox Needs Attention)**

PS Form 4056 (Mailbox Needs Attention) is prepared by the Postmaster and delivered to the customer to notify them of problems with their mailbox/receptacle.